



January XX, 2022

**RE: Notice of Data Breach**

Dear Member Name,

We are writing to inform you that some of your personal (non-public) information may have been compromised by a recent intrusion attempt on the part of hackers targeting our website. Our internal safeguards detected and neutralized this threat, but it appears that, during a brief window, the hackers may have been able to access a limited sub-set of your information, as detailed below. We deeply regret this unfortunate incident.

**What Happened?**

Sometime between 10/21 and 10/24, an attacker obtained unauthorized access to Altura's website and on 10/26, malicious code was installed onto the site. The installation of the malicious code triggered a corresponding response from Altura's Information Security team, and on 10/26, the malware was removed, and the website was completely cleared and secured. Altura's forensic incident response analysis indicates that your member information may have been accessed.

**What Information Was Involved?**

The installed malware may have allowed the hackers to access a limited sub-set of your information, specifically, your **social security number ending in xxxx**.

**What We Are Doing?**

Altura is treating this matter with the utmost importance. After discovering the data breach on 10/26, we took immediate steps to stop the unauthorized access and remove the malware. Altura moved quickly to protect you and your information by actively monitoring your account for suspicious activity. Altura also immediately activated two-factor authentication security measures for affected users, strengthened its operational infrastructure with more secure enhancements to the website and engaged information security experts to enhance our best practices and ongoing 24/7 monitoring. Our efforts to investigate this matter and coordinate with relevant parties, including law enforcement and technology vendors, impacted the timing behind the provision of this notice.

As always, if you become aware of unauthorized transactions on your account, please promptly report those transactions to Altura; you will not be responsible for unauthorized withdrawals, transfers or purchases made using your debit card.

### **What You Can Do?**

Altura urges you to closely review all of your account statements for suspicious activity. We would like to remind you to remain vigilant over the next 12 to 24 months, and report suspected identity theft incidents to Altura. If you find anything suspicious or fraudulent, please call Altura at (888) 883-7228 ext. 5038.

In addition, you may also place a security freeze on your credit report by contacting the credit reporting bureaus listed below.

#### ***Experian***

Phone: (888)-397-3742

Address: Experian, PO Box 9554, Allen, TX 75013

#### ***Equifax***

Phone: (800)-685-1111

Address: Equifax, PO Box 105788, Atlanta, GA 30348

#### ***TransUnion***

Phone: (888)-909-8872

Address: TransUnion, PO Box 2000, Chester, PA 19016

### **For More Information**

Should you have any questions or if there is anything we can do to assist you, please contact us at (888) 883-7228 or visit your local branch.

You can also go to Altura's website by accessing the link below for more information about card fraud and how to protect yourself: <https://alturacu.balancepro.org/resources/toolkits/identity-theft>

We deeply regret this incident and are committed to supporting you through this situation.

Sincerely,

Altura Credit Union